



LOBEROTHEATRE

DOCENT

▪ Dress Code:

Ladies – black dress pants or skirt, black close-toe shoes, black jacket, and a white blouse.

Gentlemen – black dress pants, black blazer or suit, black socks, black shoes and a white shirt.

*Become intimately familiar with the fascinating history of the theatre & its founder. Follow up with House Manager and staff about new information to share.

- Bring a **working** flashlight to help with patrons for dark areas.
- Arrive one (1) hour before the scheduled tour time. Remember to allow time for parking especially on holidays & weekends. If you are late three (3) times, you will not be allowed to volunteer for a month.
- Upon arrival, sign-in on the volunteer sheet, and read and initial the Lobero Theatre emergency information. Pick up a badge and record your badge number on the volunteer sheet. **Do a walk through to check for barriers, etc.** Badges are to be turned in at the end of every shift.
- Assemble & stuff program inserts, if needed, and distribute to each patron.
- Photography and video cameras are allowed for docent tours. Please use professionalism and discretion when speaking.
- In case of emergency, such as fire or earthquake, turn on your flashlight, and calmly direct patrons to the exits; direct them to gather in the Lobero Building parking lot across the street on Anacapa Street. For medical emergencies, try to assess the situation (ex: not breathing, loss of consciousness, no pulse, throwing-up, etc.) and report to the House Manager as soon as possible. Be prepared to call 911 if needed or directed.
- Remember to always be polite and gracious to our patrons, and be attentive and helpful to any special ability needs (wheelchairs, walkers, canes, etc.)
- Always put your best foot forward, have a smile, and make visiting the Lobero Theatre a professional and grand experience for our patrons. Never put a patron on the defensive, even if they are being unreasonable; be highly diplomatic and get the House Manager if there are any problems. Do not argue with patrons.